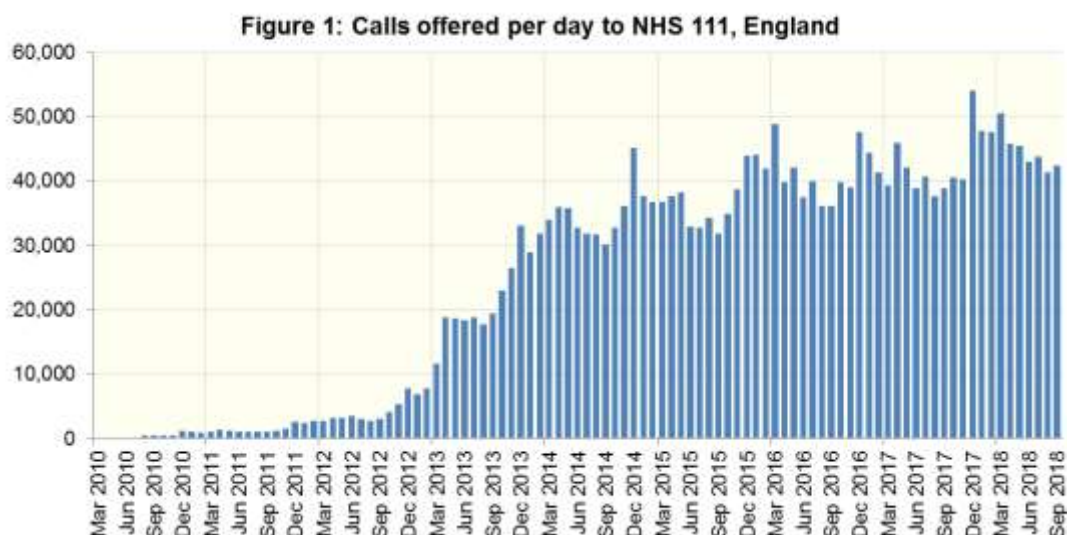


# NHS 111 Minimum Data Set, England, September 2018

## Latest data

There were 1,272,200 calls offered to the NHS 111 service in England in September 2018, an average of 42.4 thousand per day, and an increase of 9.1% on 38.9 thousand per day in September 2017.



Of calls offered to NHS 111 in September 2018, the proportion abandoned after waiting longer than 30 seconds was 2.9%. The figure for September 2017 was 2.0%.

Of calls answered by NHS 111 in September 2018, 85.0% were answered within 60 seconds. In September 2017 the figure was 88.4%.

The proportion of calls triaged that received any form of clinical input in September 2018 was 53.1%. The corresponding figure for September 2017 was 42.3%.

Some 16.1% of all calls answered in September 2018 were offered a call back. In September 2017 the figure was 13.2%. Of the call backs in September 2018, 40.5% were made within 10 minutes.

Of calls triaged in September 2018, 13.2% had ambulances dispatched, 9.5% were recommended to attend A&E, 58.7% were recommended to attend primary care, 4.8% were advised to attend another service and 13.8% were not recommended to attend another service. All of these proportions changed by less than half of one percentage point compared with September 2017.

## Contacts

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